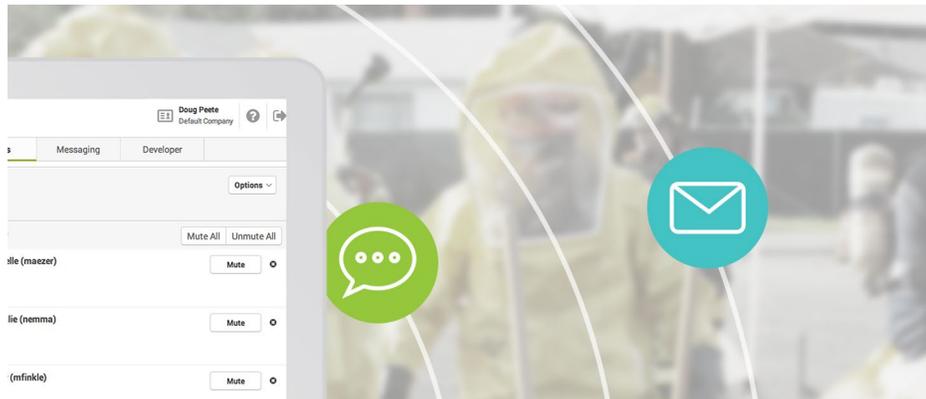


# (x) matters®

## Business Continuity Management



### BENEFITS

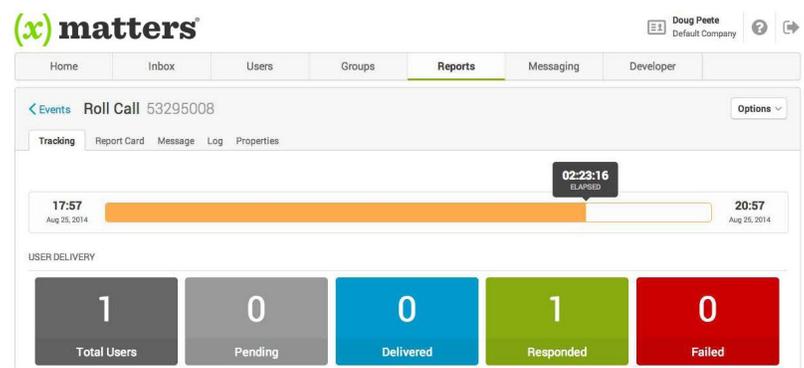
- ▶ **Communications:** SMS, Voice, Mobile Push, Pager, Email
- ▶ **Roles:** There is no limit to the number of roles that can be created
- ▶ **Support:** 24x7 - Forum, Online, and Phone support
- ▶ **Messaging:** Messaging costs are included in the base price
- ▶ **Conference Calling:** Gather everyone needed on a bridge in minutes
- ▶ **SLA:** Uptime guarantee of 99.99%
- ▶ **Multilingual Messaging:** 13 languages included
- ▶ **Groups:** Create and manage groups and call trees
- ▶ **Scenarios:** Save commonly used messages as Scenarios for quick access

### Bringing Control to Chaos

When your business is experiencing a critical situation, every moment counts. Whether you're in the midst of severe weather, power outages, product recalls, civil unrest, or a catastrophic digital event, you need to immediately notify the right people to keep your people safe and your business running.

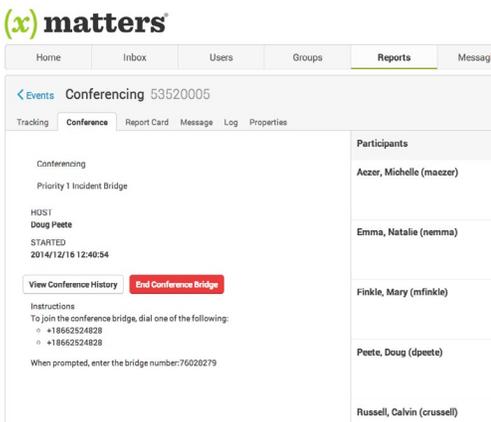
xMatters BCM helps you tailor emergency communications to your relevant business processes. Create as many situation-specific messaging templates as you need to communicate quickly and effectively, drive business processes forward, and mitigate downtime during critical incidents.

With xMatters all of your employee data, groups, schedules, and skill sets are held in a single place so you're prepared for the unexpected. Having high-quality, reliable data means you can effectively communicate when you need it the most. Dynamically pull information about your groups, contact teams, user skill sets, geography, and other parameters so you don't have to stop and refresh data during a crisis or business disruption.





▲ **Manage** your communications plans from your mobile device.



▲ **Conferecing** with the click of a button.

## Key Capabilities

### Manage Your Business Continuity Response From Anywhere

Critical events and disasters don't wait for you to be at your desk and neither should your BCM solution. When every second counts, xMatters allows you to initiate communications plans instantly from anywhere, on any internet connected device. Employees can provide unprecedented value with real-time input from the field through the convenience of their mobile devices.

With the xMatters mobile app, users can send status updates and images from the field - giving you a more accurate and comprehensive view of the incident.

### Assemble Your Incident Response Team with One-Touch Conferencing

Conference bridges can be painful but there's really no better way to mobilize people when you need information and action fast. One-touch conferencing gathers the appropriate team members on a bridge in a matter of minutes, so you can begin collaborating instantly.

### Built for Global Resiliency

When you're down, we're not. xMatters BCM was built from the ground up to provide world-class reliability. With no single point of failure, one disruption won't take down your service. xMatters makes use of multiple datacenters around the world. Every tier of service within the datacenter (application, database, and network) is fully redundant so you can sleep easy knowing that xMatters is up and running.



## CONTACTS

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## (x) ABOUT US

xMatters' cloud-based solutions enable any business process or application to trigger two-way communications (push, voice, email, SMS, etc.) throughout the extended enterprise during time-sensitive events. With over a decade of experience in rapid communication, xMatters serves more than 1,000 leading global firms to ensure business operations run smoothly and effectively during incidents such as IT failures, product recalls, natural disasters, dynamic staffing, service outages, medical emergencies and supply-chain disruption. xMatters is headquartered in San Ramon, CA with additional offices in London and Sydney.

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